

Quality Assurance Surveillance Plan

The requirements contained in this contract are considered performance-based, focusing on the Agency's desired results and outcomes. The contractor shall be responsible for determining the most effective means by which these requirements will be fulfilled. In order to fulfill the requirements, the contractor shall design innovative processes and systems that can deliver the required services in a manner that will best meet the Agency's performance objectives. This performance-based requirement represents a challenge to the contractor to develop and apply innovative and efficient approaches for achieving results and meeting or exceeding the performance objectives, measures, and standards described below. The Contractor's performance will be reflected in the positive or negative evaluation offered by the Agency in the Past Performance Evaluation (PPE) which is evaluated annually (per the "Past Performance Evaluation" clause in the contract). In issued task orders, the Performance Objectives shall be designated as "Tasks" specified within the scope of work. In cases where Tasks (Performance Objectives) and minimum Acceptable Quality Levels (AQLs) are not being met, the contractor will make every effort to immediately correct the problem to ensure customer satisfaction. If the problem is systemic, the contractor will submit a plan of corrective action to the Task Order Project Officer (TOPO) and Project Officer (PO). Each TOPO shall submit a complete annual review of the areas outlined in the Quality Assurance Surveillance Plan (QASP), included as an attachment to this contract, which will then be utilized by the PO in preparing the overall evaluations submitted annually in response to the Past Performance Evaluation requirements in the contract. The past performance evaluation scoring will take into consideration the successes, shortcomings, and corrective actions associated with meeting the performance standards delineated in the QASP.

These are the Minimum Mandatory PBSC Requirements as listed in the PBSC checklist:

1. Performance requirements that define the work in measurable, mission-related terms. (The description of each task is considered the designated performance requirement.)
2. Measurable Performance standards (i.e., management and communications, technical analyses, timeliness) are tied to the performance requirements. (These standards are included in the performance requirement.)
3. A Government Quality Assurance (QA) Surveillance Plan that describes how the contractor's performance will be measured against the performance standards. (The QA Methods and Surveillance Plan are described with each task as appropriate as outlined in Attachment 4 of the contract.)

***QUALITY ASSURANCE SURVEILLANCE PLAN for SCIENTIFIC, TECHNICAL,
RESEARCH, ENGINEERING, AND MODELING SUPPORT II (STREAMS II)***

General Management and Administration			
Performance Requirement	Measurable Performance Standards	Surveillance Methods	Incentives/Disincentives
<p>Management and Communications:</p> <p>The Contractor shall maintain contact with the EPA TOPO and PO throughout the performance of the contract and shall immediately bring potential problems to the attention of the appropriate EPA TOPO. In cases where Issues have a direct impact on project schedules and/or cost the contractor shall provide options for EPA's consideration on resolving the issues or mitigate their impacts.</p>	<p>Any issues that impact project schedules and/or cost shall be brought to the attention of the appropriate EPA TOPO within 3-days of occurrence.</p>	<p>All active task orders under the contract will be reviewed by the EPA TOPO monthly (via monthly progress report) to identify unreported issues.</p>	<p>Unsatisfactory rating under the category of Business Relations in the NIH Performance Evaluation System if two or more incidents occur during an applicable period of performance when the contractor does not meet the measurable performance standards for a given contract period.</p>
<p>Timeliness:</p> <p>Services and deliverables shall be in accordance with schedules stated in each task order, unless amended or modified by an approved EPA action.</p>	<p>All submitted deliverables shall be submitted no later than 6 days past the due date.</p>	<p>Active task orders under the contract will be reviewed by the EPA TOPO monthly (via monthly progress report & milestones established for each deliverable) to compare actual delivery dates against those approved.</p>	<p>Unsatisfactory rating under the category of Timeliness in the NIH Performance Evaluation System when the contractor does not meet the measurable performance standards during an applicable period of performance.</p>

<p>Cost Management and Control.</p> <p>The Contractor shall monitor, track, and accurately report cost and fee expenditures to EPA through progress reports and approved special reporting requirements.</p> <p>The Contractor shall assign appropriately leveled and skilled personnel to all tasks, practice and encourage time management, and ensure accurate and appropriate cost control.</p>	<p>The contractor shall manage costs to the level of approved ceiling on the task order. The contractor shall notify the TOPO, PO and CO when 75% of the approved funding ceiling for the task order is reached.</p>	<p>Active task orders under the contract will be reviewed by the TOPO monthly (via meetings, monthly progress reports & milestones established for each deliverable) to compare actual versus projected expenditures.</p>	<p>Unsatisfactory rating under the category of Cost Control in the NIH Performance Evaluation System when the contractor does not meet the measurable performance standards during an applicable period of performance.</p>
<p>Technical Analyses:</p> <p>The analysis conducted by the contractor shall be factual and defensible and based on sound science and engineering. All data shall be collected from reputable sources and quality assurance measures shall be conducted in accordance with agency requirements outlined in individual task orders. Any work requiring the contractor to provide options or recommendations shall include the rationale used in selecting the option/recommendation and all other options considered.</p>	<p>All analyses conducted for EPA by the Contractor must be factual and based on sound science and engineering.</p>	<p>EPA will review all analyses conducted by the contractor and will independently consider their merit. EPA may opt to peer review analyses to further validate merit.</p>	<p>Unsatisfactory rating under the category of Quality of Product or Service in the NIH Performance Evaluation System when the contractor does not meet the measurable performance standards during an applicable period of performance even after review input and follow-up discussion by Agency personnel.</p>